

Standard RPMS User Test Agreement

As a user test site, your facility will assume a key role in verifying that the software functionality works as expected and is compatible, in a live and unique environment, with other RPMS packages. While the developer has made every effort to ensure that the application functions as it is designed to, there is always a risk of latent issues.

Scope of Verification and Release Management

Software Quality Assurance (SQA) Verification has received the required application files and has conducted a baseline review with satisfactory results.

A baseline review includes receipt or testing of:

- Installation of the application software
- Code review for critical treatment of locks
- Review of the application Installation Guide and Release Notes
- Standards and Conventions testing report

Test Period

The user test period will officially begin when the software package is installed in a test or production environment at all user test sites. During testing, each user test site will complete the test checklists provided by the project team. When testing is complete, each site will be sent an endorsement form and asked to confirm the testing they performed.

Roles and Responsibilities

SQA Release Management will provide the software and related documentation to the user test sites. Any software modifications related to the test will also be provided through SQA Release Management.

During the test period, the development team will provide any necessary training and primary support for the package. The developer may require system access to support investigation and problem resolution; the test site's RPMS staff will provide the limitations and requirements for this access. Any emergency fixes required by the site must be reported promptly to the project team, who will coordinate all necessary modifications to the software. Local fixes or enhancements must not be implemented in order to preserve the reliability and integrity of the test.

Development Project Team Responsibilities

Prior to testing, the development project team will be responsible for:

- Testing the application in all appropriate environments at the levels of detail necessary to ensure quality.
- Establishing a communication process for user test feedback and communicating this process to the user test sites.
- Establishing testing guidelines specific to the application being tested. This includes identifying system requirements, software prerequisites, licenses, or any other special considerations that sites must address in order to test the software package.

During testing, the development project team will be responsible for:

- Providing application training and support to testing sites.
- Addressing user test site feedback.
- Providing updated test versions to SQA Release Management for distribution as required.
- Coordinating all emergency fixes related to the test package required by the site.
- Coordinating all necessary updates to application documents based on any fixes or modifications made as a result of testing.
- Determining when sufficient testing has been completed.

SQA Release Management Responsibilities

- Circulating and collecting user test agreements from test sites.
- Distribution of software to test sites.
- Collection of final endorsement documents from test sites.

Test Site Responsibilities

Prior to testing, the test site will be responsible for:

- Identifying the package test coordinator who will be involved in operational use of the package and will be responsible for local implementation and oversight of the application.
- Providing adequate hardware for users testing the package, and ensuring that all software prerequisites and other infrastructure considerations specified by the project team have been addressed.
- Promptly installing all software related to the package once received. Test software should be installed on a test system within one week of receiving it and on the production system no more than two weeks after test system installation. For tracking purposes, please notify the development project federal team lead and SQA Release Management when production use of the software begins. If the site identifies significant barriers to installation in production, these need to be communicated to the project team, who will determine whether it is appropriate for the facility to continue as a test site.

During testing, the test site will be responsible for:

- Verifying the application against items in the test checklists provided.
- Participating in all related conference calls.
- Reporting all problems and details about their occurrence to the developer, federal project team lead, and SQA Release Management promptly.

After testing is complete, the test site will be responsible for:

- Completing and returning the test check list(s) and test endorsement form.